

EXHIBIT 1

Country / Region
United States



AirPods Pro Service Program for Sound Issues

Apple has determined that a small percentage of AirPods Pro may experience sound issues. Affected units were manufactured before October 2020.

An affected AirPods Pro may exhibit one or more of the following behaviors:

- Crackling or static sounds that increase in loud environments, with exercise or while talking on the phone
- Active Noise Cancellation not working as expected, such as a loss of bass sound, or an increase in background sounds, such as street or airplane noise

Apple or an Apple Authorized Service Provider will service the affected AirPods Pro (left, right or both), free of charge.

Note: No other AirPods models are part of this program

Service Process

Choose one of the service options below to have your AirPods Pro serviced. Your AirPods Pro will be examined prior to any service to verify that they are eligible for this program. AirPods Pro (left, right or both) with a confirmed issue will be replaced. The AirPods Pro case is not affected and will not be replaced.

- Find an Apple Authorized Service Provider.
- Make an appointment at an Apple Retail Store.
- Contact Apple Support.

Additional Information

This worldwide Apple program doesn't extend the standard warranty coverage of the AirPods Pro.

The program covers affected AirPods Pro for 3 years after the first retail sale of the unit.

Information as of 2021-10-01

Support

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Product Support	Service and Repair	Resources	Connect
iPhone	Apple Repair Options	My Support	Contact Us
Mac	Service and Repair Information	Product Documentation	Phone Numbers
iPad	AppleCare Products	Apple Support Videos	Support app
Watch	Hardware Warranties	Accessibility	Apple Communities
Apple Vision Pro	Software License Agreements		@AppleSupport
AirPods	Complimentary Support		
TV			
Support Site Map			